

Agency Activity Inventory
by Agency
Appropriation Period: FY 2004-05

Agency: H87 - State Library

Functional Group: Cultural

867 Administration

This function provides executive leadership, support, policy development and review, financial services, facilities management, personnel services, communications, interagency billing, and other related administrative services. Code of Laws of SC. Sec 60-1-40, Sec 60-1-50, Sec 60-1-60.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$1,422,256	\$1,366,870	\$50,386	No	\$5,000	7.00

Expected Results:

Meets appropriate deadlines established by Governor's Office, Comptroller General, State Treasurer, Budget & Control Board Offices, General Assembly, etc., for various reports and requests for information. Submits payroll, personnel transactions and insurance in a timely manner. Pays bills in timely manner. Procures goods and services at fair cost and in a timely manner. Provides fiscal oversight of grant programs.

Outcome Measures:

Provides administrative support for all agency programs. Consistently receives clean audits; fiscal, procurement, leave, etc.

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868 Talking Book Services

Provides free library services to South Carolinians of all ages unable to use standard print due to blindness/reading disabilities, visual impairments, or temporary/permanent conditions that make holding books/turning pages difficult/impossible. No other SC library provides this type/scale of service; without it, many citizens would have no way of obtaining accessible reading materials and individual libraries would bear the difficulty/cost of providing such a service. Services include: recorded, large print and Braille loans of books/magazines; loan of videos with audio descriptions for the blind; playback equipment loans; summer reading (pre-school-12); on site assistive technology computers; postage free delivery of materials/equipment; toll free access to librarians/readers' advisors; accessible web site and online catalog of recorded/Braille materials; interlibrary loan to national/international recorded/Braille collections. Authorization: Code of Laws of SC. Sec 60-1-120. Federal: 1931 Pratt-Smoot; PL89-522; U.S.Code Sec.135a, a-1, b; 36 CFR 701.10; PL104-197.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$415,301	\$15,000	\$375,301	No	\$25,000	12.00

Expected Results:

Provision of services that meet the needs of eligible residents of the state. Customer needs/expectations are met. This includes: registering new customers; initiating service; maintaining reading lists for customers; circulating recorded/Braille books and magazines to customers; providing readers advisory, reference and other information services; ensuring that all customers receive materials desired (books/authors are matched to customer reading

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preferences); distributing audio playback machines; coordinating machine repair to ensure that registered readers have playback equipment that's delivered promptly, in good working condition and with needed accessories. Fully functioning and viable volunteer program that meets recording/production needs for delivery of select South Carolina books and magazines. Effective promotional efforts that educate the general public about available programs, resources and services. Fully compliant with federal regulations/guidelines.

Outcome Measures:

User satisfaction surveys (FY 02 survey respondent summary results: 96% satisfied with reading selections; 89% receive prompt replacement playback equipment; 27% own computers; 83% rated library services excellent, 16% good and 1% fair). Key indicators (tracked monthly/compiled per FY): number of registered readers, the number of customer transactions; circulation per reader and by media/format; materials/equipment provided/repared; promotional/public education events; reader profiles (age, qualifying condition); institutional users (schools, nursing homes, etc.); volunteer statistics. FY02-03 summary profile: 1,868 hours of volunteer service; 58 promotional/public education events; 261,455 items (books/magazines/videos) circulated; 23,004 customer transactions; 8,514 registered readers; 1,000 new service initiations; 2,237 units of playback equipment; 2,258 Braille books provided.

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869 Network Services

Provides oversight and coordination of technology to the agency and to public libraries; operates and maintains the South Carolina Library Network to facilitate statewide sharing of library resources and services and convenes yearly public library technology managers workshop; oversees the Universal Service Support Mechanism (E-Rate) program for SC public libraries and certifies technology plans for same; maintains, develops and supports agency information technology needs; provides automation/networking technology consulting to public libraries; develops agency technology plan and represents agency on various statewide committees. Authorization: Code of Laws of SC, Sec 60-1-140, Sec 60-1-150, Sec 60-1-160. Telecommunications Act of 1996, Pub. L.A. No. 104-104, 110 Stat. 56 (1996)

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$334,568	\$0	\$334,568	No	\$0	4.00

Expected Results:

Improves the ability of the State Library agency to achieve its results efficiently and effectively. Supports interlibrary loan access for all SC libraries; increased access to electronic resources for public libraries and state government employees; greater awareness of assistive technology in developing websites; increased abilities of public libraries to maintain and develop information technology infrastructure; increased exchange of information and resources among technology managers of public libraries. Provides server maintenance, hardware/software maintenance, programming, web service development and network connectivity for agency. Oversees E-Rate program for public libraries to achieve cost efficiency for telecommunications and Internet hardware connectivity, and to ensure effective planning for future technology. Maintains computer training lab for providing continuing education for agency staff, state government employees, local library staff and DISCUS training.

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Outcome Measures:

Average availability rate of main server is 94% (downtime is for scheduled backups and maintenance). Increase in number of public libraries providing remote access to DISCUS and other databases; increased use of State Library website and online catalog to access resources. See Activities for Information Services, DISCUS and Collection Management Services. Public libraries were awarded \$221,918 in E-Rate discounts for FY03. Approved and certified technology plans for 39 out of 42 public library systems.

Agency: H87 - State Library**Functional Group:** Cultural**870 DISCUS - South Carolina's Virtual Library**

Provides all SC residents with free access to subscription electronic information and learning resources at K-12 schools, colleges and public libraries, and from home and workplace Internet PCs. Ensures that all state residents have equitable access to information and learning resources of high quality. Facilitates awareness and effective use of the resources through statewide promotion services and training, consulting and technical support to school, college and public library staff. Authorization: Code of Laws of SC. Sec 60-1-60; Sec 60-1-80. 2004/05 Appropriations Act, Pt 1B: 72.37

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$461,832	\$79,832	\$382,000	No	\$0	1.50

Expected Results:

Improve citizens' access to a wide variety of professionally selected information and learning resources of high quality. Increase awareness and effective use of the resources through promotional activities, training, consulting and technical support. Provide cost efficiency for the state's K-12 schools, colleges and public libraries through centralized purchase and administration of core electronic information resources.

Outcome Measures:

Key annual indicators are: amount and increase of DISCUS use; training attendance; consulting and technical support transactions; cost efficiency. During FY03: state residents obtained over 5.4 million documents from DISCUS, a 19% increase over FY02; 609 librarians and technology staff attended training, including 299 from K-12 schools; consulting and technical support transactions totaled 1165. Cost efficiency of over \$22 million was realized in FY02, calculated as the difference between the DISCUS expenditure for subscriptions and the total cost if each institution were to individually purchase the same resources.

Agency: H87 - State Library**Functional Group:** Cultural**871 Collection Management Services**

Maintains appropriate collections of library materials in various formats to supplement the collections of other libraries in the State and to meet the research and informational needs of state government. Acquires, catalogs, processes, and makes available materials used in the library program including government documents and electronic resources. Preserves and

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maintains the library's physical collections. Performs database maintenance of the library's collection database. Provides collection management consultation to public libraries in the State. Authorization: Code of Laws of SC. Sec 60-1-60, Sec 60-2-10, Sec 60-2-20, Sec 60-2-30.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$587,336	\$402,406	\$184,930	No	\$0	7.00

Expected Results:

Provision of library materials in all formats to meet the information needs of the people of South Carolina. This includes: obtaining materials for the library via purchasing, donations, and government documents' depository programs; making the materials and electronic documents accessible via an online catalog; preserving library materials to prolong the life span of collections; maintaining quality control of the library's physical collection; and ensuring the accuracy of the collection database. The State Document Depository Program ensures that the state publications are readily accessible to the citizens of the State.

Outcome Measures:

FY03 output data: in library collections, a total of 22,071 new items were added; 164 electronic documents were processed; 19,618 issues of magazines/newspapers were made available for use; in database maintenance, 25,379 book records were added for access, 9,552 were updated, and 565 obsolete records were deleted; in preservation, 807 items were saved/protected for continued use. For outcome measures, see Information Services FY03 summary statistics.

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Functional Group: Cultural

872 Information Services

Citizens statewide need easy access to information. State government employees need reliable/professional research services that facilitate effective use of the state's information resources and to meet data requests that promote efficient delivery of governmental services and resources to citizens. The State Library provides: research services to state agency employees, state government agencies, the General Assembly, the Office of the Governor and to other elected officials; statewide reference and interlibrary loan services that supplement local public library collections/services; research skills training for state agency staffs; a web site that serves as a gateway to essential information on SC state government and that serves as a portal to other electronic resources. Coordinates the S.C. State Documents Depository System. Authorization: Code of Laws of SC. Sec 60-1-70, Sec 60-1-80. Authorization: Code of Laws of SC. Sec 60-2-10 through Sec 60-2-30.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$611,364	\$365,835	\$245,529	No	\$0	12.50

Expected Results:

State employees are provided print, electronic and audiovisual resources and other information/research services/materials needed for the performance of their jobs and for delivery of services to citizens. State employees receive superior training in the use of State Library resources, including informational databases. The general public, through interlibrary loan, has access to materials/resources not provided by local libraries. Public library staffs receive specialized reference assistance to meet the information needs of local citizens. State

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government publications are identified, processed and distributed to 11 depository libraries and to the Library of Congress for access by citizens. The agency's documents collection remains the largest repository of official SC state publications in the world. Information provided via the agency's web site is continually evaluated and selectively disseminated to ensure quality and reliability; the web site facilitates data submissions by public library administrators. Customer needs are met.

Outcome Measures:

Customer transactions tracked include items circulated, reference questions researched, articles retrieved from databases, customer use of DISCUS databases [see DISCUS section]. FY 03 summary statistics: 5,535,338 customer interactions, an increase of 18% from FY 02; 14,811 items lent to public libraries saved local libraries approx. \$740,000; 3,379 state government publications were added to the Library's collection [See Collection Management Services section] and 1,143 were loaned to individuals or other libraries; over 1.8 million web-site hits demonstrate the usefulness of an evaluated/well-organized/easily navigated web site. See Continuing Education section for related training statistics.

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Functional Group: Cultural

873 Library Development Services

Provides consultant services to public libraries and boards for the development and improvement of services statewide. Without such, county officials would have the arduous task of funding an equivalent level of centralized consultation expertise and services. Also, library administrators would lack ready access to expert guidance on: planning/management of facilities, human resources, budgets and finances, long range planning, children and youth services/programs, literacy programs, data collection and interpretation, information technology, outreach and securing and administering federal and state funding for the improvement of local library services. Serves as liaison to statewide library groups and associations such as Friends of South Carolina Libraries and to public library boards. Facilitates the development of collaborative partnerships with multi-type libraries and related agencies and organizations throughout the state. Code of Laws of SC. Sec 60-1-60. Authorization: Museum and Library Services Act of 1996, PL 105-128.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$946,505	\$114,299	\$732,206	No	\$100,000	5.00

Expected Results:

Library staffs, boards, county officials and advocates receive superior guidance and expert consultation services for all areas as described. On-site visits to public libraries are made regularly and State Library Consultant staff are consistently contacted for assistance. Continued development and improvement of public library services/programs for all citizens, particularly in rural areas and small/medium-sized libraries, is evident and quantifiable. The people of South Carolina view public libraries as an essential community and education resource that offers a wide variety of resources, services, and programs. State and federal funding supplement local resources ensuring that libraries offer a variety of materials and services for information, enjoyment, and independent learning.

Outcome Measures:

Summary Library Development Services FY03 statistics: 5,588 consultations (includes library site visits, personal contact [phone, e-mail, in-person, correspondence, etc.] with library staffs, boards, administrators,

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county officials, etc.; 78,205 children [statewide] participated in the annual summer reading program, a 2% increase over FY02; \$7,790,747 in state, federal and other funds were administered for the improvement of local library services statewide; IT planning consultations (see Network Services data). Associated continuing education (CE) consultations (see CE data section)

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874 Continuing Education

Provides continuing education and training for: public, academic, school, and institutional library staffs; public library boards and related library groups; K-12 school media specialists and teachers. Uses appropriate outside funding sources (e.g. Bill and Melinda Gates Foundation), which target state libraries, to support specialized/targeted training for public library staffs. Administers federal grant funding for the professional development of library staffs. The CE program/services afford unique opportunities for seminar/workshop/conference attendance by public library staffs and for funding of graduate level library coursework that leads to the placement of professional librarians in rural areas and in small/medium-sized public libraries. All citizens benefit from the dollars that support training and development of libraries and library support staffs, including those dollars that support State Library staff development. Code of Laws of SC. Sec 60-1-60.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$146,537	\$63,128	\$83,409	No	\$0	1.00

Expected Results:

Provision of continuing education program that enhances the skills of the agency's staff, state government employees, library staffs, public library boards, and related groups. Research and technical skills are improved through State Library sponsored workshops; enhanced training opportunities that facilitate the delivery of needed/desired library services to SC citizens; provision of appropriate facilitated cooperative training ventures with other organizations such as APLA (Association of Public Library Administrators), the University of South Carolina School of Library and Information Science, the South Carolina Library Association, and the South Carolina Association of School Librarians. Training opportunities are provided that meet the requests of professional associations and related groups wanting to improve research and technology skills.

Outcome Measures:

Data are collected on attendance (libraries, agency staff, and state government employees) and evaluation surveys are administered to all participants. Survey/evaluation/focus group/comparison data result in the development of new training opportunities. FY03 summary data for training: 1,196 public library attendees; 490 state government attendees; 89 sessions provided to public library staffs; 35 sessions provided to state government employees. Direct public library board participation at CE events totaled 135. Outside grant funding from the Bill and Melinda Gates foundation resulted in 163 technology and research-related training events offered to public library staffs during FY03. 94% of the 796 participants evaluated these classes very good to excellent. Overall, training sessions enhanced the research and technology skills of 2,310 employees of public libraries and state government agencies. See DISCUS activity section for additional training data.

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875 Pass Through

Coordinates/administers state aid/lottery funds for the improvement of local library services with programs/resources that invest in education, access, technology, tools for the future, preservation of local history, and staff training. Includes monitoring Maintenance of Effort (MOE) requirements and monitoring expenditures for compliance with authorizing legislation. Occasionally, state bond funds are designated for special local library construction projects and are disbursed by the agency. Without these funds, libraries, particularly small/medium-sized libraries would have great difficulty maintaining service hours, supplementing collections and upgrading, maintaining and delivering information technology. Authorization: Code of Laws of SC. Title 59. Education, Chapter 150. South Carolina Education Lottery Act, Sec 59-150-350, Sec 59-150-355, Sec 59-150-390. Chapter 75 Statutory Authority: 1976 Code Section 60-1-80(b) Regulation 75-1 as revised May 26, 2000, Use of State Aid Funds.

FY 2004-05					
Total	General Funds	Federal Funds	FM	Other Funds	FTEs
\$7,248,437	\$3,766,692	\$0	No	\$3,481,745	0.00

Expected Results:

General State Aid, FY 03 \$4,920,331. Education Lottery, FY 03 \$1,500,000. Free basic public library service is provided to all residents in the library's legal service area. Funding supplements rather than supplants local funds. Funding is distributed to public libraries. Library administrators receive guidance/expert consultation that assists them in securing and properly administering state provided funding for the improvement of local library services. Required service level standards are met statewide. Libraries have updated long range/strategic plans. Annual county library budgets are adopted with balanced proportions. Funds supplement salaries, purchase collection materials, purchase or lease library equipment, computer hardware/software, networking and other telecommunications connectivity needs. Annual audits of the financial records of the libraries are examined. Local spending of pass through funds is fully compliant with authorizing legislation.

Outcome Measures:

\$1.5 million in lottery funding resulted in a FY 03 overall 13% increase in total state pass through funding. Without lottery funds, FY 03 state funding to local public libraries decreased by 15.5%. Lottery funding is the key reason many local libraries are now able to fund much needed technology upgrades. State Library's overall financial performance for the administration of state appropriated pass through dollars remains sound. More than sixty percent of the overall State Library general fund appropriation is state aid administered to county/regional libraries. Public libraries received a total of \$7.8 million dollars--58% of agency expenditures--through FY 03 pass through funds (NOTE: \$7.8 million total reflects inclusion of capital improvement bonds \$642,179 and \$728,237 federal funds).

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AGENCY TOTALS

State Library

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS	TOTAL FTEs
\$12,174,136	\$6,174,062	\$2,388,329	\$3,611,745	50.00